

DAIMLERCHRYSLER

SAFETY RECALL TO REPLACE YOUR MINIVAN'S CLOCKSPRING IF NECESSARY

Dear DaimlerChrysler Minivan Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 1996 through 1998 model year Dodge Caravan/Grand Caravan, Plymouth Voyager/Grand Voyager and Chrysler Town & Country minivans.

The problem is...

The clockspring assembly that connects the steering wheel mounted electrical components to the electrical system on your minivan (identified on the enclosed form) may lose the electrical connection to those components. This could cause the driver's airbag, horn and/or speed control system (if equipped) to be inoperative. An inoperative driver's airbag will not deploy and can result in increased injury to the driver in a frontal crash.

What you must do to ensure your safety and what DaimlerChrysler and your dealer will do...

You can detect a failed airbag clockspring by checking the AIRBAG warning light on your minivan's instrument panel. The AIRBAG warning light normally illuminates for a few seconds after you start your minivan, and then goes out if the airbag system is functioning properly.

- A failed clockspring will cause the AIRBAG warning light to either remain on (beyond the normal few seconds after you start your minivan), or illuminate intermittently while you are driving. If this occurs, contact your dealer immediately to have the airbag system inspected. If your dealer determines that the clockspring has failed, it will be replaced without charge to you (diagnosis, parts and labor).
- If your minivan currently has 70,000 miles or LESS, contact your dealer to have the clockspring assembly replaced without charge to you (diagnosis, parts and labor), even if it appears to be functioning properly.

When contacting your dealer, ask to have a clockspring held for your minivan or to order one before your appointment. Bring the enclosed form with you to your dealer. It identifies the required service to the dealer. The work will take less than one hour to complete. However, additional time may be necessary, depending on how dealer appointments are scheduled and processed.

*Buckle up
for Safety*

(Over)

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- **If your minivan currently has MORE than 70,000 miles and the AIRBAG light operates normally (illuminates for a few seconds after you start your minivan, and then goes out), the clockspring in your vehicle is functioning properly and no further action is necessary at this time.** If the clockspring assembly fails at any time in the future, regardless of mileage, your dealer will replace it without charge to you (diagnosis, parts and labor). Remember to check the AIRBAG warning light to be sure that the airbag system is functioning properly. Keep this letter with your minivan's other owner information for future reference.

This recall does NOT include replacement of other airbag system components. If other components cause illumination of the AIRBAG warning light, the associated repair costs are the owner's responsibility.

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
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